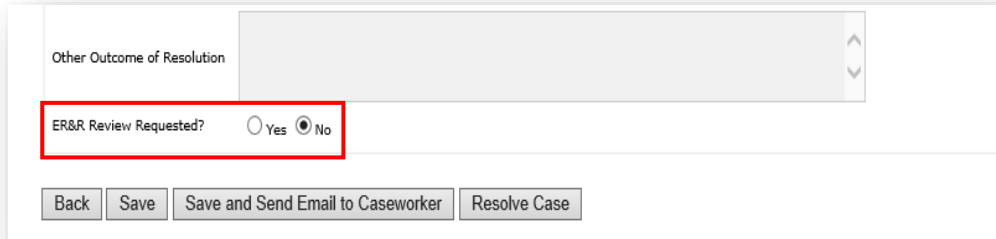


HICS Direct Dispute Cheat Sheet

HICS cases submitted for ER&R review via the HICS Direct Dispute process must contain specific required information based on the dispute type. Issuers should enter the required information within the HICS case comments if the details are not present in the Case Narrative. Issuers must update the selection in the ER&R Review Requested field to **Yes** to submit a HICS case for ER&R review as a HICS Direct Dispute.

Exhibit 1: ER&R Review Requested Options



Other Outcome of Resolution

ER&R Review Requested? ☐ Yes ☒ No

Back Save Save and Send Email to Caseworker Resolve Case

This document outlines the required elements for each accepted HICS Direct Dispute type as well as information that is requested but not required for case resolution. In addition, this document offers sample comments that issuers may reference when initiating a HICS Direct Dispute.

Information by Dispute Type

Information marked with an asterisk (*) is required for the dispute type. The case will be rejected if this information is not provided within the HICS Case Narrative or comments. Elements that are not marked as required should be included if known or applicable to the dispute.

NOTE: ER&R does not require that issuer comments follow a standard format; however, ER&R recommends that issuers add “ER&R” to the beginning of each comment to help separate these notes from any notes that may be added subsequently.

APTC Amount Dispute

- ▶ FFE Exchange Assigned Policy ID*
- ▶ APTC amount

Sample Comment – APTC Amount Dispute

ER&R: Please change the APTC to \$643.00 for Policy ID: 12345678.

Changing Subscriber Dispute

- ▶ FFE Exchange Assigned Policy ID*
- ▶ Name of the existing subscriber*
- ▶ Name of the new subscriber*
- ▶ Date of subscriber change*

Sample Comment – Changing Subscriber Dispute

ER&R: Effective 10/1/2019, Jon Doe should be made the new subscriber for the policy. FFE Policy ID 765432. The current subscriber is Jane Doe.

Date of Birth Dispute

- ▶ FFE Exchange Assigned Policy ID*
- ▶ Name of the member being updated*
- ▶ New date of birth*
- ▶ Total Premium Amount after the date of birth correction (required if being updated)

NOTE: If the HICS case is an enrollment blocker, confirmation blocker, or related to a technical error code (i.e. 500.300588), issuers should notify their CMS Lead Caseworker/Account Manager. CMS prefers these cases be handled using a special process and generally result in an updated 834 transaction being sent to the issuer

Sample Comment – Date of Birth Dispute

ER&R: Please update the DOB for Jon Doe to 3/1/16. FFE Policy ID 765432. The Total Premium after the DOB correction is \$560.00.

Enrollment Blocker Dispute

- ▶ Reference to Enrollment Blocker, Enrollment Blocker code number, or confirmation blocker in the HICS Case Narrative*
- ▶ FFE Exchange Assigned Policy ID*
- ▶ Total Premium Amount to be applied (required if being updated)
- ▶ APTC amount
- ▶ CSR variant (required if being updated)
- ▶ Start date as a result of the new member

NOTE: The issuer may not add the required Enrollment Blocker error verbiage into the case comments if it was not provided in the HICS Case Narrative. Issuers should contact their CMS Lead Caseworker or Account Manager for assistance if the Enrollment Blocker case is requesting to change a member's name, SSN, residential address, or to add a new member.

Sample Comment – Enrollment Blocker Dispute

ER&R: Total Premium Amount: \$982.89, APTC Amount: \$643.00, CSR Variant: 06, Policy ID: 12345678, New Start Date: 03/01/2019.

QHP ID/Variant ID Dispute

- ▶ QHP ID/Variant ID*
- ▶ FFE Exchange Assigned Policy ID*
- ▶ Effective date
- ▶ APTC amount

Sample Comment – QHP ID/Variant ID Dispute

ER&R: Please update the QHP ID/Variant ID to 12345FL123456705 for FFE Policy ID 765432. The effective date should be 3/1/19 and the APTC Amount should be \$150.00.

Removal of a Member Dispute

- ▶ FFE Exchange Assigned Policy ID*
- ▶ Name of the member being removed*
- ▶ Date of removal*

- ▶ Subscriber that should remain on the policy (if member removed was the subscriber)
- ▶ Total Premium Amount after the removal of the member
- ▶ APTC amount after the removal of the member

Sample Comment – Removal of a Member Dispute

ER&R: Jon Doe should be removed from the policy on 3/1/16. FFE Policy ID 765432. Jane Doe will remain the subscriber. The Total Premium without Jon is \$560.00 and the APTC will be \$150.00.

Term NLE Appeal Dispute

- ▶ Benefit Start Date*
- ▶ FFE Exchange Assigned Policy ID*
- ▶ Benefit End Date

Sample Comment – Term NLE Appeal Dispute

ER&R: The policy was an appealed TERM NLE. Start: 2/1/19, End: 6/30/19, Policy: 12345678.

Total Premium Amount Dispute

- ▶ Total Premium Amount*
- ▶ FFE Exchange Assigned Policy ID*

Sample Comment – Total Premium Amount Dispute

ER&R: The new Total Premium Amount is \$982.89 for Policy 12345678.